

Information Services Division
Definitions for Information Technology Services FY09
Effective July 1, 2008

05/15/08

37140 - Project Management Office (PMO)

1411 - Project Management Support

This service provides a State Certified Project Manager for professional management of your Information Technology (IT) projects from design to implementation. Along with this service, projects can be tracked in the Clarity Project Portfolio Management System (see Clarity rates in section 37550, 5581) this service is billed in 15 minute increments and is invoiced monthly as incurred. Please contact ISD Finance and Planning at 602-364-2964 with any questions.

37320 - Mainframe Processing

Prime and Non-Prime Time

Prime Time is 7:00 A.M. to 5:00 P.M. Monday – Friday (Holidays excluded).

Non-Prime Time is 5:00 P.M. to 7:00 A.M. Monday – Friday and Weekends and Holidays.

Mainframe Rates include Mainframe Disaster Recovery (DR).

3201 - Customer Information Control System (CICS) Processing

CICS (Customer Information Control System) billable units are based on resource utilization per CPU Hour (CPU Hour is a calculation of units of processing time and is not related to wall clock time/hour).

3203 - Customer Information Control System (CICS) Transaction

CICS (Customer Information Control System) employs “interactive” functionality in that the user is able to interactively display, add, change and delete records on a remote terminal screen. CICS transaction charges are a fixed amount assessed for every transaction executed.

3207 - Time Sharing Option (TSO)

TSO stands for (Time Sharing Option) and provides “interactive” time-sharing from remote terminals. TSO is a means of communicating with the system (mainframe) and among other functions allows the user to submit Batch Processing jobs, view data, monitor job flow, print, edit files and conduct library functions, etc.

3211 (Prime) & 3221 (Non-Prime) - Batch

Batch Processing refers to jobs submitted with Job Control Language (JCL) stack. Batch Processing is submitted in various ways including Control M – scheduler or other methods as determined by the user. Billable units are based on resource utilization per CPU Hour (CPU Hour is a calculation of units of processing time and is not related to wall clock time/hour).

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3212 (Prime) & 3222 (Non-Prime) - Information Management System (IMS)

Information Management System (IMS) is IBM's transaction & hierarchical database management system. The database may be accessed through batch jobs or on-line transactions from either IMS/Data Communications or CICS. Billable units are based on resource utilization per CPU Hour (CPU Hour is a calculation of units of processing time and is not related to wall clock time/hour).

3214 (Prime) & 3224 (Non-Prime) - Datacom

Datacom refers to a Computer Associates database. The database may be accessed through batch jobs or on-line/CICS activities. Billable units are based on resource utilization per CPU Hour (CPU Hour is a calculation of units of processing time and is not related to wall clock time/hour).

3215 (Prime) & 3225 (Non-Prime) - Datacom Multi User Facility (MUF) Query

Datacom MUF (Multi User Facility) Query refers to a Computer Associates database. Charges within this service are for queries on the Arizona Financial Information System (AFIS). Queries may be run through batch jobs or on-line/CICS activities. Billable units are based on resource utilization per CPU Hour (CPU Hour is a calculation of units of processing time and is not related to wall clock time/hour).

3216 (Prime) & 3226 (Non-Prime) - ADABAS

ADABAS is Software AG's advanced database management system that delivers high transaction throughput while ensuring integrity and flexibility. Billable units are based on resource utilization per CPU Hour (CPU Hour is a calculation of units of processing time and is not related to wall clock time/hour).

3217 (Prime) & 3227 (Non-Prime) - Open Database Connectivity (ODBC)

Open Database Connectivity (ODBC) is a common framework for accessing and altering the contents of databases. ODBC support enables open application access from virtually all distributed platforms. Billable units are based on resource utilization per CPU Hour (CPU Hour is a calculation of units of processing time and is not related to wall clock time/hour).

37330 - Technical Support

3311 - Technician Services

This service is on a request basis and includes support of system and application activities. Involvement in special projects may also be requested on an as-needed basis. This service is billed in 15 minute increments and is invoiced monthly as incurred.

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37340 - Disk Storage

Mainframe Disk Storage

Rates include Mainframe Disaster Recovery. Customers that request Tier 1 and Tier 2 Private (Reserved) Volumes are invoiced for all tracks on the volume.

3411 (Standard) & 3415 (Private (Reserved) Volumes) - Tier 1

Tier 1 storage is designed for the highest availability and performance requirements. It is built on the most current disk technology and is based on a cache centric design that provides the fastest response times while sustaining large numbers of data transfers.

3421 (Standard) & 3425 (Private (Reserved) Volumes) - Tier 2

Tier 2 storage is most often selected for less critical data with low I/O requirements. It is built on current disk technology that provides a lower response time than Tier 1.

Open System Disk Storage

ISD is available to assist with Open System Disaster Recovery, which is a customer responsibility. Customers that request Tier 1 and Tier 2 Private (Reserved) Volumes are invoiced for all tracks on the volume.

3431 - Tier 1

Tier 1 storage is designed for the highest availability and performance requirements. It is built on the most current disk technology and is based on a cache centric design that provides the fastest response times while sustaining large numbers of data transfers.

3441 – Tier 2

Tier 2 storage is most often selected for less critical data with low I/O requirements. It is built on current disk technology that provides a lower response time than Tier 1.

37350 - Tape Storage

Mainframe Tape Storage

3511 - Data Stored

A Tape Management System (TMS) tracks all tapes in storage by MB. Active tape(s) charge(s) are based upon the amount of time that the data is allocated to the user during the month. **To maximize tape utilization, a tape may contain data for more than one customer.** If a customer requires their data to be the only backup on a tape(s) they will be charged for that tape(s) based upon current cost.

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3521 - Physical Tape Surcharge

Surcharge assessed to all 3420 & 3480 tapes.

3525 - Physical Tape not in Tape Management System (TMS)

This charge is for physical tapes that are stored and managed in the ISD Tape Library but are not recorded in the automated Tape Management System.

3531 - Tape Mounts

To mount the 3420 and 3480 tapes. This is a per mount charge.

3541 - Migrated Data

Customer data files that have been migrated from Mainframe disk storage to a secondary storage media. When a customer accesses one of these data files, it is automatically restored to Mainframe disk storage for processing.

Open Systems Tape Storage

3561 - Automated Tape Library (ATL) Storage

A Tape Management System (TMS) tracks all files in storage by MB. Storage charge(s) are based upon the amount of time that the data is allocated to the user during the month. **To maximize tape utilization, a tape may contain data for more than one customer.** If a customer requires their data to be the only backup on a tape(s) they will be charged for that tape(s) based upon current cost.

Other

3591 - Tape Vault Storage (1" X 4 3/8")

Tapes created at the customer sites that need to be stored offsite from their systems, and in a secure area can be stored in the ADOA Data Center tape vault located in the secured computer room. The monthly cost is for a 1" x 4 3/8" slot, and all tapes will be delivered and picked up at the front desk of the ADOA Data Center. Once the tapes are delivered, management and handling of the tapes will be provided by ADOA Operations.

37360 – Printing

3611 - Page

On-line Local Page printing is invoiced based on the number of "clicks" recorded by the Xerox printing machines. One "click" equals one impression or the number of times the sheet of paper passes through the print station. One sheet of paper (both sides) is capable of holding from one (1) to eight (8) pages of information, however one sheet of paper can represent no more than two clicks.

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3621 - Impact (Line)

Initiated by Batch Jobs as well as CICS and TSO. Impact printing is performed on two (2) IBM 6262 machines that are normally loaded with green bar paper.

37520 - Desktop

5211 - PC/Laptop Support

Includes ISD support time only per device. Hardware, software and user training are not included.

5221 - Printer Support

Includes ISD support time only per device. Hardware, software, user training and consumables (toner, paper, etc.) are not included.

5231 - Desktop Technician

Provides PC/laptop installation and maintenance including, new system set up, new hardware installation, diagnosis/repair of hardware problems, connection problems, and conducts file transfers. PC/laptop software support for Windows, MSOffice, Mac OS and WordPerfect including, installation of new software, software patches, the update of existing software, data recovery, folder and calendar sharing, diagnosis/repair of software problems, and the transition to ADOA's Exchange Server. Administers the planned Preventative Maintenance Program including update/installation of antivirus and antispyware software, remove viruses and spyware, and provide planned file cleaning and consolidation. Provides peripheral support including diagnosis of problems with printers, Blackberry's, Palm Pilots, fax machines, videophones and other authorized related hardware. Provides PC/laptop security and the diagnosis and resolution of password problems, file and folder permissions and data encryption. Provides customer training for Windows, Mac OS, Exchange E-mail, VPN and MS Office Suite. Provides surplus services including transportation of surplus equipment, sanitation certification, paperwork completion/submission and transporting equipment to surplus property warehouse. This service is billed in 15 minute increments and is invoiced monthly as incurred.

37540 - Application Development (SDLC)

Our professionals provide Analysis, and Programming services. Our goal is to develop custom web-based applications that meet your Agency's unique requirements which are hosted and supported in our world-class 24x7 Data Center.

Occasionally our Technical, Analyst and Programmer professionals are contracted to augment an Agency's current staff or to provide staff when an Agency does not employ personnel with the required area of expertise.

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Any request in excess of 40 hours of work requires a Project Charter, Project Plan and Project Management.

5411 - Programming Services

Programming Services include requirement analysis, design and development of web software applications, integration to your existing in-house applications or websites, testing, 30-day product support and documentation based upon the Software Development Life Cycle (SDLC). After 30 days support is transitioned to our Application Support group. In addition to web applications, Programming Services offers application development for Blackberry and Windows Mobile devices, and client-server applications. This service is billed in 15 minute increments and is invoiced monthly as incurred.

5413 - Analysis Services

Analysis services include assistance in eliciting and documenting requirements for software development including business rules and functionality, system design and architecture, as well as quality testing, training and user documentation. This service is billed in 15 minute increments and is invoiced monthly as incurred.

37550 - Application Support

Our professionals provide Technical, Analysis, and Programming services. Our goal is to support custom web-based applications developed by our Application Development group which are hosted and supported in our 24x7 data center. In addition, we support turn-key Commercial Off-the-Shelf (COTS) applications as part of a developed solution or as stand alone software.

Occasionally our Technical, Analyst and Programmer professionals are contracted to augment an Agency's current staff or to provide staff when an agency does not employ personnel within the required area of expertise.

Any request in excess of 40 hours of work requires a Project Charter, Project Plan and Project Management.

Programming

5511 – Programming Services

Programming Services include maintenance of existing computer software applications; maintenance and enhancement of web software applications, integration development, testing, product support and documentation. This service is billed in 15 minute increments and is invoiced monthly as incurred.

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5513 – Analysis Services

Analysis services include assistance in eliciting and documenting requirements for software enhancements including business rules and functionality, system design and architecture, as well as quality testing, training and user documentation. This service is billed in 15 minute increments and is invoiced monthly as incurred.

5515 - Technical Services

Technical Services include COTS implementation comprised of application installation and setup / configuration, and application operational support with problem trouble-shooting. It also includes email setup and configuration, website setup and install, DNS adds and changes, Domain Name Registration and, website SSL Certificate purchase, provisioning and deployment. This service is billed in 15 minute increments and is invoiced monthly as incurred.

E-Mail

E-mail - Basic (Post Office Protocol 3) (POP3)

This service is only supported for existing customers until migration to a Statewide email platform occurs. This includes one POP3 email account and virus protection. E-mail clients use the Post Office Protocol version 3 (POP3), an application-layer Internet standard protocol, to retrieve e-mail from a remote server over a TCP/IP connection.

5523 - E-mail - Enterprise (Exchange)

Provides small to medium-size Agencies with the enterprise-level email access and shared resources of Microsoft Exchange. This mobile email and collaboration suite provides services across the organization including email messaging, remote access, shared folders and calendars, shared contact lists and shared to-do lists. Each user receives one Microsoft Exchange email account, virus protection and support from ISD.

Web Page Hosting

5531 - Shared Basic Environment

The shared basic hosting service hosts multiple websites for multiple Agencies on enterprise class hardware housed in our world-class Data Center and where server resources are shared. The sharing of resources results in the monthly rate per website to be less than a website in a Dedicated Hosting environment. This service is best suited for those websites utilizing disk storage space between 10 MB and 300 MB. Setting up a website in the Shared Hosting environment including backup and site statistics (AWSTATS) usually requires a one-time charge for Technical Services in the amount of \$95.00.

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5533 - Shared Premium Environment

The *Shared Premium Hosting* service hosts multiple websites for multiple agencies on enterprise class hardware housed in our world-class Data Center and where server resources are shared. This service is best suited for those websites utilizing disk storage space between 1 GB and 2 GB. Setting up a website in the Shared Hosting environment including backup and site statistics (AWSTATS) usually requires a one-time charge for Technical Services in the amount of \$95.00.

5536 – Basic Virtual Dedicated Environment

The *Basic Virtual Dedicated Hosting* environment provides an exclusive virtual server environment hosted and maintained by ADOA-ISD, and devoted to an agency's website(s). The agency's websites do not share resources with any other agency's websites, however the physical server has multiple virtual environments and each environment has reserved resources. Setting up the virtual environment with a single website in the Virtual Dedicated Hosting environment usually requires a one-time charge for Technical Services (5515) in the amount of \$560.00.

Reserved resources: 1 CPU, 1GB RAM, 500 MB Tier 1 disk storage, 2 user accounts, Basic Server Support, Windows License, site statistics (AWSTATS), and Backup to tape on the following schedule: 7 days a week, once a month off site. Tape backup charged separately.

Secure Sockets Layer (SSL) Certificate

5541 –Verisign

For websites requiring secure access, Technical Services personnel purchase, provision and deploy a SSL Certificate for your website. The certificate allows the use of a cryptographic protocol providing secure communications on the Internet and applies to a single website. For additional information, please contact ISD Finance and Planning at 602-364-2964 or visit the Verisign and GoDaddy websites.

5543 —GoDaddy - New

For websites requiring secure access, Technical Services personnel purchase, provision and deploy a new SSL Certificate for your website. The certificate allows the use of a cryptographic protocol providing secure communications on the Internet and applies to a single website.

5545 - GoDaddy - Renewal

For websites requiring secure access, Technical Services personnel purchase, provision and deploy a renewal SSL Certificate for your website. The certificate allows the use of a cryptographic protocol providing secure communications on the Internet and applies to a single website.

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Domain Name Services (DNS)

5551 – Domain Name Registration for .gov Web Page Hosting

For websites where a .gov domain is required or desired, Technical Services personnel purchase the domain name and configure the web server with the domain name information for the site to be hosted. A domain name applies to a single website. For additional information, please contact ISD Finance and Planning at 602-364-2964.

5553 - DNS for .gov sites

Please contact ISD Finance and Planning at 602-364-2964 with any questions.

Living Disaster Recover Plan System (LDRPS) Agency Account (multiple users)

An account on the Living Disaster Recovery Planning System allows an Agency user to create and update its disaster recovery plan which allows for true Statewide Continuity of Operations Planning (COOP) integration with other organizations. Included with each account is the capability for: web-based on-line training for personnel involved in the COOP process; standardized templates in creating plans; Administrator review, monitoring and scoring of plans, and the ability to provide immediate feedback and suggestions for improvement of the plan and standardized reporting tools and reports.

Although each plan is unique, the goal of every continuity planner is to build a continuity program that helps him or her respond to and recover from issues with minimal impact. The Plan Navigator is designed to assist users in reaching their planning objectives by giving step-by-step instructions on how to build plans.

There are four Plan Navigators offered in LDRPS: Corporate Crisis Management, Business Process Recovery, Application Recovery and Site Event Management. They offer built-in methodology and guidance based on years of research and development, prompting users to enter the most relevant data to complete plans. The Plan Navigators can be used in their standard form or easily customized to suit any personal planning focus or standard.

5561 - LDRPS Account - Small Agency (1 – to 99 FTE)

Agency Account (multiple users) - For Agencies with 1 to 99 FTEs, this account provides access to the LDRPS basic features that a small Agency would use such as the Business Process Recovery Plan Navigator and its reports.

5563 - LDRPS Account - Medium Agency (100 – 749 FTE)

Agency Account (multiple users) - For Agencies with 100 to 749 FTEs, this account provides access to the LDRPS additional Plan Navigators and, their features and reports.

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5565 - LDRPS Account - Large Agency (750+ FTE)

Agency Account (multiple users) - For Agencies with 750 or more FTEs, this account provides access to all the LDRPS Plan Navigators and, their features and reports.

Project Management Using Clarity

Clarity User Account (single user)

With access to Clarity you can create simple project plans for the collaboration and tracking of key tasks and milestones, or detailed plans for capturing all of the information in a complex project. Plans can also include key tasks, WBS hierarchies, estimates, dependencies and deliverables, and staff assignments. Clarity also enables the creation of project templates to establish repeatability and speed up project creation. The templates leverage the extensive workflow capabilities of Clarity enforcing the execution of all the underlying milestones to complete the project. Clarity also records time and resource usage for each project. Once a timesheet is submitted through workflow management, managers with time-approval rights can review it for accuracy and completeness before approval is granted. Clarity also makes it easy to schedule key tasks and milestones and manage project and resource calendars – all within a web-native environment.

Clarity's program and portfolio management can be used to effectively manage programs. When you need to manage large programs with a related series of projects, Clarity provides top-down budgeting and forecasting, as well as bottom-up risk, status, cost and schedule reporting for subprojects. For the program manager, it is crucial to gain visibility across multiple linked projects in order to see the full impact that one change can make to an entire program — from budget to project progress.

5571 – Clarity Viewer User Account

A Viewer User Account can view any information within Clarity. It also can be used to submit, track and update ideas, but may not otherwise input or modify information.

5573 – Clarity Participant User Account

A Participant User Account has specified limited use of functionality within licensed modules, e.g., reporting time and project status, using discussions and documents, and viewing data and running reports within Clarity.

5575 – Clarity Creator User Account

A Creator User Account has full use of all licensed modules within Clarity.

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Other

5591 - Payment Portal Processing Fee

Please contact ISD Finance and Planning at 602-364-2964 with any questions.

5593 - Blackberry Enterprise Server (BES)

The BES rate is for one user on a single device to connect to the ISD Microsoft Exchange Email. BES connects to messaging and collaboration software on enterprise networks to synchronize email and [PIM] information between server and mobile software.

5595 - Subscription Email Service (SES) – Agency Account (2 users)

The SES rate is for one account to utilize the software. Each account may have a maximum of 5,000 per subscribers. However, there may be multiple subscriber lists, newsletter campaigns, and each account may send an unlimited number of emails to the account's subscriber base.

37570 - Server Support

Server Support

5711 - Basic Support

This includes patch management of the operating system, virus definition files, and driver updates.

Not included are Directory/User administration, Network/SAN Connectivity, Hardware leasing or Database support. Each has its own rate and can be found in the ISD Rate Sheet. Please see the Hosting rate for facilities support.

5713 - Standard Support

This service includes all of the Basic Server Support services, plus up/down monitoring of identified processes, storage management, backup client installation and configuration for the ISD enterprise backups, basic application installs (i.e. Visio, Word, Excel), trouble shooting of OS and hardware, simple hardware upgrades (such as adding storage), installation and configuration of software used by ISD to perform their job (i.e. performance monitoring software), license management and printer setup.

Not included are operating system upgrades, vendor hardware/software maintenance and support, major hardware refresh/upgrades, disaster recovery and stand alone backup configuration/management. Directory/User administration, Network/SAN Connectivity, Hardware leasing, Database support, are not included in this service. Each of these has its own rate and can be found in the ISD Rate Sheet. Please see the Hosting rate for facilities support.

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5717 – Directory User Administration

Administration of user accounts on the server. Activities included in this service are additions, deletions and security administration of users, file systems, shares, and group policies. This is for both accounts on a stand alone server or a server on directory such as Active Directory. Other directories may require training which is a cost that will be covered by the customer.

An account is defined as any record that contains a valid username and password used to attach to shared resources. Any account used by an individual user, a group, or a service will be included.

Any account created for ISD to do their job is excluded from the count.

5721 - Server Technician

This service provides technical support for the server and operating systems for the server. This service is billed in 15 minute increments and is invoiced monthly as incurred.

Hosting (Facilities Support)

5731 - Hosting – server (per u)

This includes 1U space for racking the server with electrical, generator backup, fire protection, raised flooring, air conditioning, and physical security. All management of the system and data will be the responsibility of the owner of the equipment. The rate is the same whether the rack is provided by ISD or belongs to the customer. ISD limits a rack to contain no more than 64 blade servers.

5733, 5734 & 5735 - Hosting - per rack

Rack rates are billed by the number of racks. If the total number of racks for a customer totals 1-5, 6-18 or 19+, please apply the respective rack rate. Hosting rack services include the same facilities support as the Hosting service described above. The rate is the same whether the rack is provided by ISD or belongs to the customer. ISD limits a rack to contain no more than 64 blade servers.

5737 - Shared File Server

Please contact ISD Finance and Planning at 602-364-2964 with any questions.

5739 - Floor Space Rental (Non-Electric Consuming Equipment)

Space in the Data Center can be used for non-electric consuming equipment and can be placed where needed unless or until that space is need for production equipment. At that time, equipment will be relocated to the nearest available free space.

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Network Connectivity

5741 – SAN Connection

Please contact ISD Finance and Planning at 602-364-2964 with any questions.

Virtual Machine Guest

A VM Guest is a guest on a virtual server. A VM Guest is calculated by a combination of the number of virtual CPU's and virtual RAM. VM Guests use Tier 1 Open Systems Storage. Pricing for Tier 1 storage is listed on the Rates sheet. Pricing for a VM Guest does not include the operating system, backups, or Server Support.

5751 - Virtual CPU

The maximum number of virtual CPU's is 2.

5733 - Virtual RAM

Virtual RAM is invoiced in 512 MB blocks. The maximum number of virtual RAM blocks is 30 or, 15GB of RAM.

AS/400

5771 - AS/400 Storage

This service includes disk space on the ADOA AS/400 server for database and application programs.

5775 - AS/400 Technician

This service provides technical support for this server and operating systems for the ADOA AS/400 server. This service is billed in 15 minute increments and is invoiced monthly as incurred.

Other

5791 - Equipment Lease

This will include recovery costs of the server over a 36 month life cycle plus administrative costs. Rates will vary based upon server selection.

37620 - Security

6201 - Network Connection (SCIFI)

For all network and SAN (Storage Area Network) ports provided by ISD to enable communication between to the customer's equipment and other systems. This includes dual, redundant failover network equipment for each circuit. Please contact ISD Finance and Planning at 602-364-2964 with any questions.

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6211 - Security Technician

Security and network consulting service is on a request basis and includes support of system, application or activities. Involvement in special projects may also be requested on an as-needed basis. This service is billed in 15 minute increments and is invoiced monthly as incurred.

6221 - Account Setup

This service is on a request basis and includes account setup support of system, application or activities. Involvement in special projects may also be requested on an as-needed basis. This service is billed on a per event basis and is invoiced monthly as incurred.

6231 - Password Change/Reset

This service is on a request basis and includes password change/reset support of system, application or activities. Involvement in special projects may also be requested on an as-needed basis. This service is billed on a per event basis and is invoiced monthly as incurred.

6241 - Host based Intrusion Detection System (HIDS)

Host-based Intrusion Detection System (HIDS) is a security management system that is used to determine if a system has been compromised and can warn administrators when a security breach occurs. HIDS gathers and analyzes information from the Server/Host and/or network, to identify possible security breaches, which include both intrusions (attacks from outside the organization) and misuse (attacks from within the organization). HIDS is used to meet the security requirements defined in GITA and ADOA Information Security Policies and Standards. Monitored HIDS services billing rates are based on the number of CPU's in Server/Host and is invoiced on a monthly basis.

6251 - Host Security Assessment (HSA)

Host Security Assessment (HSA) is a combination of network based testing, patch verification, unused service testing, anti-virus, firewall, file permissions testing, unused accounts, password strength testing etc. Overall, a Host Security Assessment service is testing a Server/Host for security vulnerabilities and ensuring compliance with the required GITA and ADOA Information Security Policies and Standards. Host Security Assessment services billing rates are based on the number of CPU's in Server/Host and is invoiced on a monthly basis.

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37640 - Disaster Recovery

6411 - Hosting - Server/Storage

This service is offered as a DR Strategy for "remote data replication capability" on Magnet 2. Includes 1U space for racking a server, network security and local area network services in a raised floor environment in Tucson. Management of equipment, WAN and application specific services is the responsibility the requesting Agency. Physical facilities include fire protection (wet pipe), camera monitoring, temperature control, raised floor, back-up generators and battery backup.

6433 - Hosting – per rack

Please contact ISD Finance and Planning at 602-364-2964 with any questions.

37720 - Support Center

7211 - Remedy User Registration

One Remedy user license and support. Includes read, write and update functionality.

37820 - Data Base Management

8211 - Server Data Base Support - Primary

This service is invoiced monthly and includes the following activities: Implement & maintain database structures, monitoring & performance tuning of the database environment, file maintenance & software upgrade activities, troubleshoot & resolve database environment problems. Non-mainframe Database Management Software packages supported include Oracle, MS SQL Server and Domino. In the future, each type of database software may be charged at separate rates.

8215 - Server Data Base Support - Secondary

This service is invoiced monthly and includes the following activities: Implement & maintain database structures, monitoring & performance tuning of the database environment, file maintenance & software upgrade activities, troubleshoot & resolve database environment problems. Non-mainframe Database Management Software packages supported include Oracle, MS SQL Server and Domino. In the future, each type of database software may be charged at separate rates.

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8221 - Data Base Specialist

This service is on a request basis and includes support of database design activities, analysis and maintenance activities involved in the Application Development life-cycle. Involvement in special projects may also be requested on an as-needed basis. This service is billed in 15 minute increments and is invoiced monthly as incurred.

37960 - Pass-Thru Billing

9601 - Pass-Thru Billing

This service is invoiced monthly and includes the following activities: Implement & maintain database structures, monitoring & performance tuning of the database environment, file maintenance & software upgrade activities, troubleshoot & resolve database environment problems.

*** For any service not provided in the above definitions and rates, please contact ISD F&P (Finance and Planning) at 602-364-2964.**